



# career opportunity

## Department of Technology

Account Management Branch/Customer Delivery Division  
Associate Information Systems Analyst (Specialist) \$4,829 - \$6,350  
Permanent/Fulltime

Final File Date: 9/17/15 or Until Filled

### Who Are We?

The Department of Technology is one of the largest suppliers of information technology services to state, county, federal, and local government entities throughout California. Through the use of a scalable, reliable and secure statewide network, combined with expertise in voice and data technologies, the Department of Technology delivers comprehensive, cost-effective computing, networking, electronic messaging and training solutions to benefit the people of California. We are one of the few state entities with a state of the art Tier III data center.

The Customer Delivery Division acts as a liaison and interface between our department and the customer organizations we serve. The division supports programs designed to build strategic alliances with our customers, provides awareness of IT trends through forums, classes and events and facilitates the timely delivery of high quality service.

We provide excellent health benefits, generous vacation and sick leave accrual, exceptional retirement benefits, 11 paid state holidays, and two paid professional development days per year. We value the importance of your work life balance. As a result, many of our positions allow for telework, flextime, or alternate work week schedules. We are committed to growing all our talented staff. This position is located in Rancho Cordova with free parking.

### What You'll Be Doing...

Under the general supervision of the Customer Service Section Data Processing Manager (DPM) II, the Associate Information Systems Analyst (ISA) (Specialist) provides administration, training and customer support of the Customer Service System (CSS) and enterprise-wide Customer Relationship Management System (CRM). Performing at the full journey level, the incumbent creates and maintains account profiles, customer information and service data within the CRM, develops and maintains CRM processes and procedures, and creates dashboards and ad hoc reports as requested. The incumbent screens and routes incoming service requests for impact analysis within CSS; and communicates request and routing issues to the account leads.

If you enjoy working as part of a team environment, love a challenge, are a self-starter, and want to put your critical thinking, technical, and problem solving skills to work, this could be the position for you.

For a more complete job description, click on [Associate Information Systems Analyst \(Specialist\)](#) to view the Duty Statement.



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## Who We're Looking For

We're looking for dedicated, talented individuals who possess the following skills, abilities, and can work in the following environment:

- Knowledge of Microsoft Office applications, such as Word, Excel, Access, Project, PowerPoint, Outlook and Visio.
- Knowledge of IT systems equipment, software and practices.
- Ability to analyze information and situations, apply creative thinking in the design of methods of processing information.
- Ability to follow standards and procedures for information technology and produce consistent outcomes.
- Ability to analyze and process requests for IT services.
- Ability to identify and solve problems, reason logically, and draw valid conclusions.
- Ability to communicate effectively, both verbally and in writing.
- Ability to establish and maintain effective working relationships and provide excellent customer service.
- Ability to act independently; exhibit flexibility, diplomacy and tact.
- Ability to demonstrate sound work ethics, reliability and dependability.
- Ability to make effective decisions with workload, and meet deadlines.

## How to Apply...

Interested applicants must submit a State application to:

CALIFORNIA DEPARTMENT OF TECHNOLOGY  
P. O. Box 1810  
Rancho Cordova, CA 95741-1810  
Attn: Heather / RPA #15-047  
Inquiries: Cathy Herzig (916) 431-5476

**When applying for a Job Opening, you must be sure to submit one state application per RPA #. You must indicate the RPA # you are applying for on your application; otherwise, your application will not be processed.**

To be considered for the position of an **Associate Information Systems Analyst (Specialist)** classification, you must first obtain eligibility through an examination process. Visit our Career Opportunities webpage at <http://cio.ca.gov/About/Careers> for information and instructions on the hiring process.

## The Fine Print...

Applications will be accepted only from individuals currently at the **Associate Information Systems Analyst (Specialist)** level, or applicants who have transfer or list eligibility. Applications will be screened and only the most qualified will be scheduled for an interview. All appointments are subject to SROA/Surplus provisions. Training and Development Assignments may be considered. This recruitment may be used to fill multiple vacancies occurring in this unit for this classification within the next 60 days.

